MaxMobile Communicator™ User Guide

MAX Communication Server
Release 6.5

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Overview and Installation

AltiGen's MaxMobile Communicator application, installed on a G1 phone based on Google's Android platform, makes the phone a fully capable office phone extension and serves as a "desktop" call control client, allowing you to access, configure, and perform most of your company's PBX functions directly from the graphical user interface in MaxMobile Communicator. This includes call handling, call forwarding, extension monitoring, conferencing, conversation recording, directory and contact lookup and dial, and contact editing. In addition MaxMobile Communicator lets you save Favorites.

MaxMobile Communicator runs on any mobile phone device that is using the Android operating system. When you log in, it connects your Android phone to your company's MAXCS as a native extension of the system.

If you have a desktop phone in the office, then when your MaxMobile Communicator is logged out, the calls made to the extension are routed to your desktop phone. As soon as your MaxMobile Communicator is logged in, the calls are routed to your Android phone.

MaxMobile Communicator and MAXCS System

The following diagram shows the path of calls into and out of a MAXCS system.
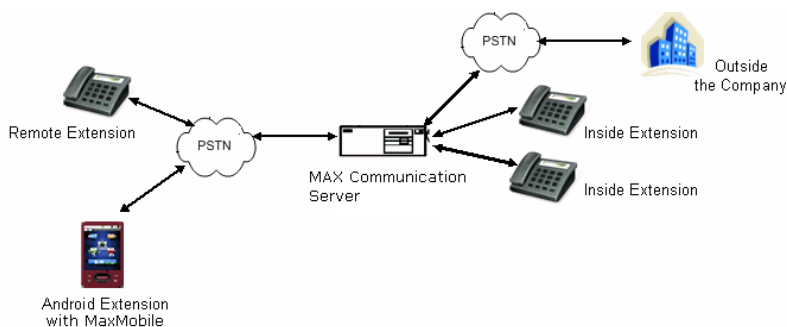

Figure 1.   The paths of MaxMobile Communicator calls

Like a remote extension, the G1 phone running MaxMobile Communicator serves as an office extension, making and receiving calls through the PSTN (public switched telephone network) to and from your company's MAXCS system. You can call company extensions (both inside and remote extensions) just by dialing the extension number. Your calls to destinations outside the company can go through the MAXCS system, as illustrated in figure1, if you so choose.

Requirements

- Supported mobile phone model: G1 Phone from T-Mobile running the Android operating system. You should be familiar with the keys on the phone, the status bar icons, and general phone navigation. See the *Getting Started* booklet that came with your phone.

- MAX Communication Server ACC 6.5 or MAX Communication Server ACM 6.5.

- MAXCS must be configured to enable mobile extension features.

- Your system administrator must have assigned a MaxMobile license to your extension.

Installing MaxMobile Communicator

WiFi (if available) is recommended when you work in your office. The following steps are used to set up the G1 phone.

Enable Wifi setting on the G1 phone

1. Press the **Home** key, then press the **Menu** key and select **Settings**.

2. Select **Wireless controls**.

3. Select **Wi-Fi**.

4. Select **Wi-Fi settings** and set up and connect to your WiFi network.

Note: MaxMobile Communicator supports only 3G and 2G networks. 3G or WiFi is required for access to the MaxMobile Communicator call control buttons.

Download and Install MaxMobile Communicator

1. Press the **Home** key, tap or drag up the application tab, and select **Market** from the display.

2. Select **Search**, and search for MaxMobile.

3. Select **AltiGen MaxMobile**, and install it.

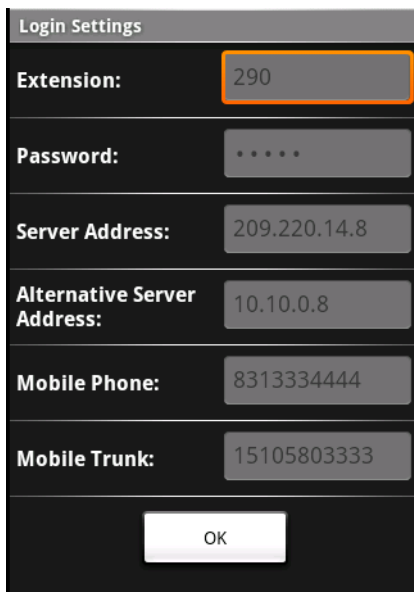4. Select **Launch**, and the **MaxMobile Communicator** client Login screen is displayed.

If MaxMobile Communicator is not launched at this point, press the **Home** key, tap or drag the Application tab, and select .
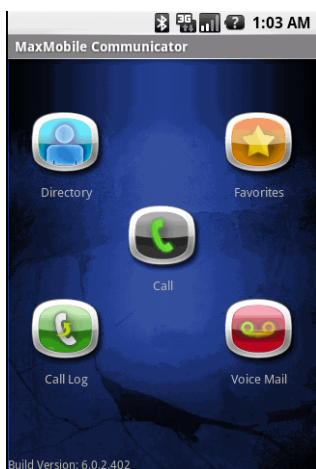
Configuring MaxMobile Communicator

1. Press the **MENU** key, then select **Login Setting** [icon] Login Setting.

2. Configure the settings:

    - Extension Number

    - Password

    - Server Address: public MAXCS IP address (see your system administrator for this address)

    - Alternative Server Address: private MAXCS IP address (if applicable)

    - Mobile Phone: G1 phone's number (for example, 5107778432)

    - Mobile Trunk: The dialed digits to reach Mobile Trunks including the dialing prefix (for example, 15105551212).

3. Tap **Save** to save the settings.

4. Tap **Login** to log into your company's MAXCS system.

    After you log in, 5 buttons are displayed: **Directory**, **Favorites**, **Call**, **Call Log** and **Voice Mail**:

5. You are ready to use MaxMobile Communicator!

What Happens at Login

At login, MaxMobile Communicator registers its extension as a mobile extension with your company's MAXCS system and downloads data from MAXCS.

When Connection Is Lost

If the MaxMobile Communicator phone loses connection with MAXCS, MaxMobile Communicator changes to offline mode and will show **(Offline)** in every title bar. Call control functions are not available in this state.

MaxMobile Communicator will try to reconnect to MAXCS when one of the following happens:

- A call comes in from the mobile trunk

- The MaxMobile Communicator screen is invoked

Logging Out

To log out from MAXCS, press the **Menu** key and tap **Logout**. Your G1 phone is disassociated with the PBX extension. If an IP phone was previously registered with this extension, the IP phone will now associate with this extension.

Using MaxMobile Communicator

Once logged in to MaxMobile Communicator, you see the following
screen:
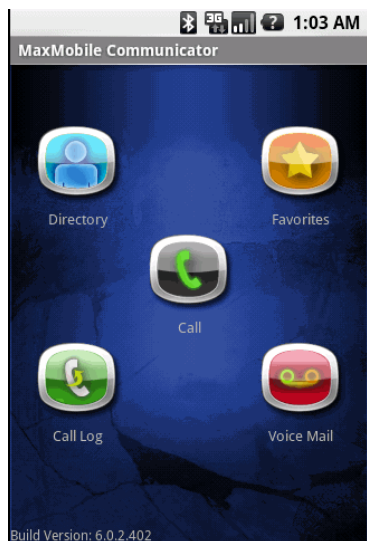
Tap **Directory** for a list of company extensions and contacts entered in your mobile phone.

Tap **Favorites** for a list of personally chosen "favorite" extensions and contacts.

Tap **Call** to access PBX call handling features and make a call.

Tap **Call Log** to view the incoming and outgoing calls made via the server.

Tap **Voicemail** to manage messages in the AltiGen Voicemail system.

Figure 1.   MaxMobile Communicator main screen

Making a Call Using a Stored Number

Calls can be initiated from a number of screens: Tap **Favorites**, **Directory**, **Call Log**, or **Voicemail**, then tap the entry you want to call. If the call is not to another extension user on your company's MAXCS system, you may choose between **Call Via Server** and **Call Direct** options.

 Use the **Call Via Server** option when you want to make a call to an extension or to an outside number through the AltiGen MAXCS system.

 Use the **Call Direct** option to make a call directly to an outside number without going through the MAXCS system.

Making a Call Using the Dial Pad

To make a call using the dial pad, tap the **Call** button, then press **Menu** to access the call control functions.
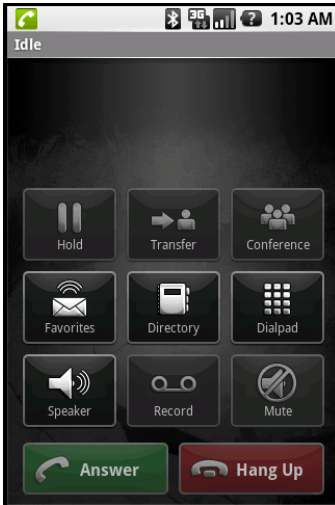
1. Tap **Dialpad** to dial the call.

2. From the dial pad, enter the number and then tap the **Dial** button.

3. If you dial an outside number, include the trunk access code.

4. Call handling buttons become available as appropriate

Figure 2.   Using the dial pad

Call View

Call view displays the following:

- The call state (in the title bar). When you are offline, **Offline** is displayed.

- The extension number and the other party's name for an internal call

- The contact name for an external call.

Figure 3.   The display when a phone is ringing

A green phone icon at the top-left corner means a call connection to the mobile network is present.

When multiple calls are being handled they are all displayed.

Tap a button to perform any available call handling function**:** **Hold**, **Transfer**, and so on.

Tap the **Hang Up** button to terminate the current call while maintaining call connection to the mobile network and leaving the extension in offhook state. The next call can be made immediately, without having to re-establish a call connection to your company's MAXCS.

Figure 4. Call view showing call handling buttons

Using the Directory

The directory shows a list of either the extensions on your company's MAXCS system or the contact list on your mobile phone's system or both, as you choose.

Each entry has two rows: the first row displays the user name, and the second row displays the phone number and activity status. Only extensions display activity status and only if the person is unavailable. Activity status is updated in real time.

Press the **Menu** button to show:

- Extensions
- Contacts
- All

Tap a letter in the top line to go to that letter in the directory.

Scroll the list using your finger or the track ball.
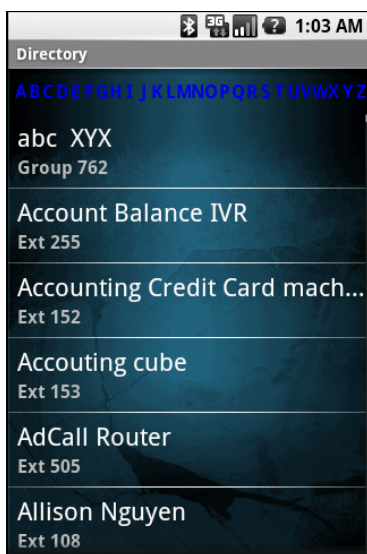
Figure 5.   Using the directory

A Search box is available if you have a phone in landscape mode:

- Enter characters in the search box, and only those whose first or last name begins with the input characters are shown.

- Enter digits in the search box, and only the extension numbers that match the input digits are shown.

Tap an extension entry in the directory, and an extension view will show. You can call the extension via your company's MAXCS server or you can add the extension to your favorites.

Tap a contact entry in the directory, and the contact view will show. You can call the selected number via your company's MAXCS server or call directly. You can also add the contact to your favorites.
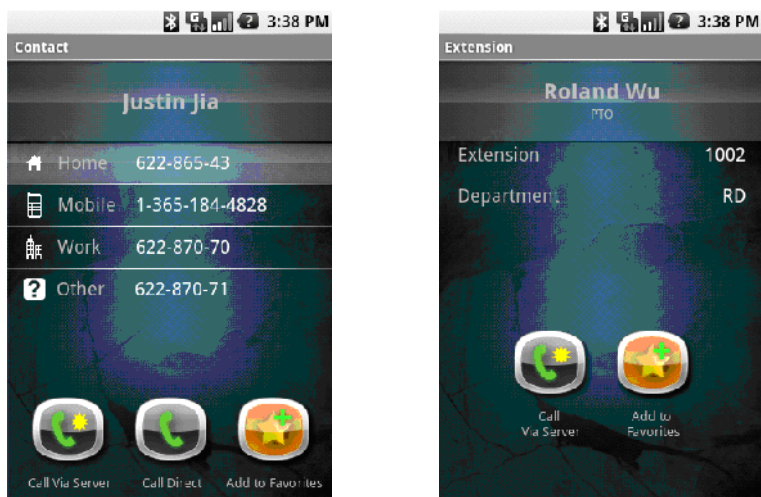
Figure 6. Contact view and Extension view

The **Add to Favorites** button is available when the entry is not already in your favorites.

Answering a Call

When a call comes in, press the **Send** key to answer the call. The display switches to the call screen. If the phone is in Offhook state, tap the **Answer** button to answer it.

Call is ringing. Press **Send** key or if phone is Offhook, tap **Answer**.

Call is answered. More options are available

Put a call on hold by tapping the call entry

Figure 7.   Answering a call and putting it on hold

- Call duration is displayed.
- Hold/retrieve a call by tapping the call entry or by tapping the **Hold** button.

Transferring a Call

To transfer a call you're connected to, tap the **Transfer** button, then dial the target number from the keypad or select from other screens. In Figure 8, the first party is on Hold Pending (awaiting transfer), and the second party has answered (the call is active, shown in green).

Either announce the transfer to the active call, or just hang up. The call is transferred. To cancel the transfer instead, tap **Cancel** at any time.

Roland is on hold, awaiting transfer to Leira, who has just answered. When the person doing the transfer hangs up, Roland and Leira will be connected.

Figure 8.   Transferring a call

Conferencing a Call

Call the first party. When you're connected with the person, tap the **Conference** button. Call the second party. When that person answers, the three parties are connected in conference. The calls are displayed in green. To add another person to the conference, tap the **Conference** button again. To cancel adding someone to a conference, tap **Cancel** at any time.

Roland and Leira are on hold for a pending conference, while Justin dials a fourth party. When the fourth party answers, all three calls will be displayed in green.

Figure 9.   Conferencing a call

Note: You can conference only outgoing calls. You can't conference an incoming call.

Recording and Listening to Playback

To record a call, tap the **Record** button while connected to a call. Recordings are saved to your extension's voice mail or, if the call is going through MAXCS, to a centralized directory on the server, if preconfigured. Listen to your locally saved recordings through the voice mail screen.

Handling Voice Mail

The Voicemail view shows voice mail left in the AltiGen Voice Mail System. MaxMobile Communicator downloads the voice mail list from your company's MAXCS system. A voice mail entry is shown in this view after its voice file is downloaded. If new voice mail is generated in the AltiGen Voice Mail System after MaxMobile Communicator connects, that voice mail will download to your phone.

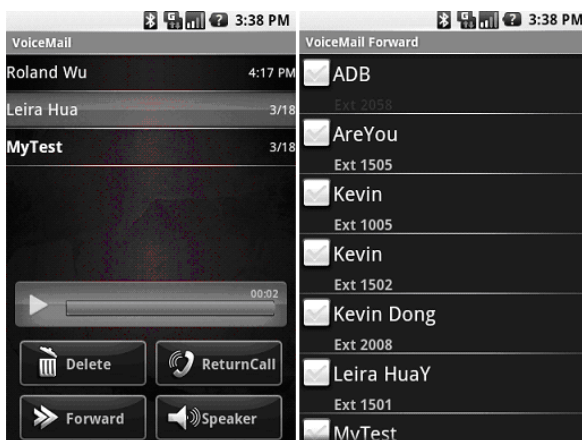*Figure 10.   Voicemail view and Voicemail Forward selection*

- New voice mail is shown in grey bold font.
- New urgent voice mail is shown in bold red font.
- Heard and saved voice mail is shown in grey normal font.
- Tap **Delete** to delete a selected voice mail in both in the AltiGen Voice Mail System and locally.
- Tap **ReturnCall** to return a call to the caller who left the selected voice mail.

- Tap **Speaker** to turn the speaker on or off.
- Tap **Forward** to forward a voice mail. A list of physical and virtual extensions is displayed (it excludes workgroups and application extensions). Tap the destination extension to forward the voice mail.

Favorites View

You can add both extensions and contacts to your favorites list.

- Extension activity status and line state are updated for favorite extensions.
- Green light means an extension is in Idle state.
- Red light means an extension is busy.
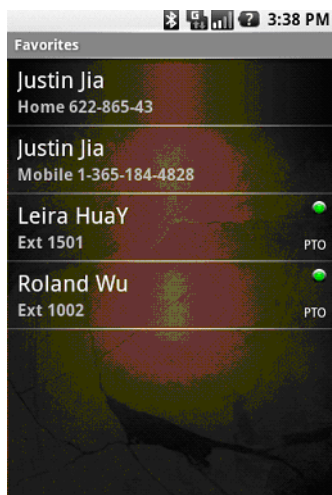
Tap a contact, and the view opens for that contact, giving you the option to call via the server or call directly.

Tap an extension, and the call is made via the server.

To delete a favorite, use the track ball to scroll to the entry, press the **Menu** button, and then tap **Delete**.

Figure 11.   Favorites view

Using the Call Log

The call log is recorded on your company's MAXCS system.

- An incoming call is shown with a right arrow.
- An out going call is shown with a left arrow.
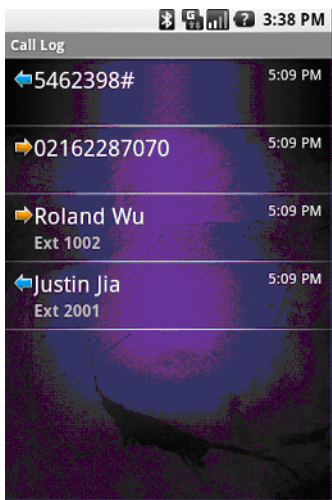
Tap the call entry to make a call to that number. If it's an extension, the call is made immediately via the server. If it's a contact, you'll have two options: call via the server or call direct.

Up to 100 call records are saved.

To clear the call log, press **Menu**, and then tap **Clear Call Log**.

Figure 12.   The Call Log

Changing Your Extension Settings

You can change the call handling configuration of your mobile extension.

At the MaxMobile Communicator main screen, press the **Menu** button, and tap **Ext Setting**.
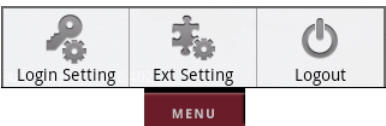
Figure 13.   The context menu on the main screen
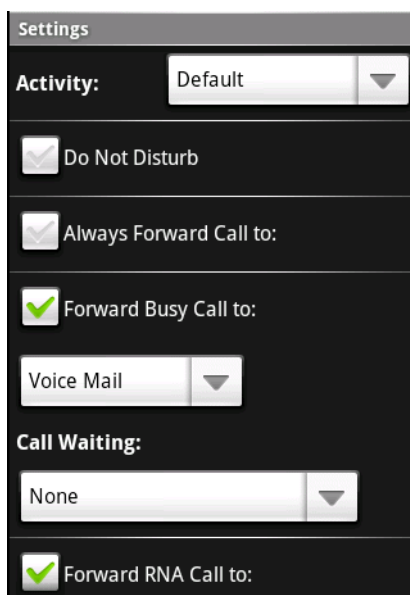
Here you can set your activity status and the way you want calls handled.

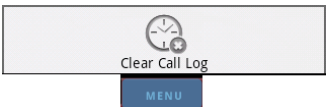When you select a Down arrow, a list pops up. Select an option from the list, and the list closes.

When finished configuring your extension, tap **Save** (or **Discard Changes**) at the bottom of the screen.

To leave the Settings screen, press the **Back** button.

Figure 14.   The Settings screen

Option	Description
Activity	Specify your activity status. Other extension users can see your status, and when your phone is busy callers hear the specific greeting you have recorded for that status, if any.
	Default–The system greeting is used.
	Personal–Your personal greeting is used.
	Meeting–You're in a meeting.
	Away–You're away from your phone for some other reason.
	Travel–You're traveling on business.
	PTO–You're on vacation (paid time off).
	Additional options may be available if your system administrator has configured them.

Option	Description
Do Not Disturb	Sends all calls to the destination specified in the **Forward Busy Calls to** option, without ringing your phone.
Forward All Calls to	Forwards all calls to a destination you specify from the drop-down list that appears when you select this option: voice mail, an extension, an AA (auto attendant), a line park, an outside number, or an operator. After you specify one of these options, another drop-down list becomes available so you can specify which extension, AA, and so on.
Forward Busy Calls to	Forwards incoming calls when your phone is busy or when you've checked **Do Not Disturb**. Select this option and then select from voice mail, an extension, an AA (auto attendant), a line park, or queue. After you select one of these options, another drop-down list becomes available so you can specify which extension, AA, and so on. The option to place a call in queue requires that you first select **Multiple call waiting** from the **Call Waiting** options.
Call Waiting	**Single call waiting**–sets up single call waiting. This feature gives an alert tone (audio beep) to indicate that a call is waiting. **Multiple call waiting**–enables a "personal queue" of multiple calls waiting. This allows the user to transfer or park the current call before picking up the next call in queue. **Advanced call waiting**–This feature allows callers to stay in the personal queue while the extension user is checking voice mail or operating other features. The caller will hear a ring back tone while in queue. The call will be shown as "ringing" on the MaxMobile screen.

Option	Description
Forward RNA Calls to	Forwards your unanswered calls to a destination you specify. When you select this option, a drop-down list becomes available. Select **Voice Mail**, **Extension**, **AA** (auto attendant), or **Line Park**. (The number of times your phone rings before it is considered unanswered is set either by you in your MaxCommunicator or MaxAgent desktop software, if you have it, or by the system administrator.)
Default Trunk Code	Select the default trunk access code for your company's MAXCS system (usually 9). Your system administrator has this information.

MAXCS Configuration

This chapter is for the MAX Communication Server (MAXCS) system administrator. The system administrator needs to configure MAXCS to establish connections with MaxMobile Communicator on the Android phone. The administrator should follow the instructions in the MAXCS Administration Manual for configuring Mobile Extension settings, and include the following:

1. **Create Mobile Trunks.** Select a trunk and configure it as a mobile trunk. The trunk line number registered in PSTN is very important. It will be used by MAXCS to verify whether a call is a mobile call.

2. **Create an extension for the MaxMobile Communicator user.** MaxMobile Communicator uses the extension number and password as ID to log in to the MAXCS system.

3. **Assign an Altigen MaxMobile license to the extension.** To do this, from the MaxAdmin main menu, select **License > Client SEAT License Management**. In the Client SEAT License Management dialog box, select MaxMobile in the License Types column, and add the appropriate extension to the Members list.

4. **Configure Extension Anywhere.** (To open this dialog box, in Boards view, double-click the MobileExtSP board. In the Board Configuration screen, double-click the appropriate entry in the Channel Mapping List.)

Figure 1 shows the Extension Anywhere Configuration screen with the following fields:

ExtensionAnywhere Configuration - MobileExt-0@GW00

Port Number: 8

Name: Kevin

Target Phone Number: 15102529712
(Example: 15102529712)

Incoming Caller ID Verification
Caller ID: 5102529712
(Example: 5102529712)

Mobile Trunk Allocation
○ Shared
○ Dedicated
Mobile Trunk: [   ] [...]
☐ Disable Caller ID Verification

Phrase
☐ Press Any Key To Answer Call
☐ Play Phrase After Answered   Phrase Number 9037
☐ Play Phrase Before Dial Tone   Phrase Number 9037
[Apply to...]

[OK]   [Cancel]

Clear the Phrase check boxes

Figure 1.   Extension Anywhere Configuration screen

- **Name**–Enter the user name of the person using the MaxMobile Communicator phone.

- **Target Phone Number**–Enter the phone number of the MaxMobile phone. This is used when MAXCS makes a call through PSTN to the MaxMobile phone.

- **Caller ID**–Enter the phone number of the MaxMobile phone. This is the incoming caller ID verification. MAXCS uses it to determine whether a call is from a mobile extension. It's also used to find a mobile channel in the MaxMobile Communicator application. This parameter is very important. It is used in the MaxMobile Communicator login.

   Note: When a MaxMobile Communicator user logs in to the MAXSCS system, the assigned extension number, extension password and cell phone number are used as identification. First, MAXCS checks the extension number and extension, then it uses the cell phone number to search the mobile channel table. If MAXCS finds one channel's

Caller ID is the same as the cell phone number, it will assign this channel to the extension number. The extension is allowed to log in as a mobile extension. If no channel is found, the login fails.

- Clear the Phrase check boxes in the Extension Anywhere Configuration screen.

5. If the MAXCS is behind NAT, add a virtual public IP address to map to this server so that the data access from a 3G network can reach this server.

6. Open firewall ports TCP 10080 and 10081 for both virtual IP address and private IP address.

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